

# RHA

A large, stylized flame graphic in a lighter shade of red, centered on the page. It has several pointed, teardrop-like shapes that overlap, creating a sense of movement and heat. Two thin, yellow diagonal lines are positioned within the flame graphic, one above and one below the main title.

## **FIRE SAFETY ENGAGEMENT STRATEGY**

## / Introduction

Fire safety is a priority for RHA and we are committed to providing safe homes and buildings for all of our tenants. Every block and building owned and managed by RHA receives regular fire safety inspections, testing of fire safety equipment, and fire risk assessments, and any identified fire safety works are carried out as a priority.

Communication is at the centre of our strategic approach to fire safety and this includes our engagement with tenants and the information that we share.

### The purpose of this strategy is to set out:



How we will communicate with tenants about fire safety



What information we will share about building safety and fire safety measures



Consultation with tenants in relation to fire safety



Our procedure for investigating any complaints or concerns about fire safety, including an escalation process if the complaint needs to be taken further



## / What information we will share with our tenants about Fire Safety

We will write to all tenants who live in a flat, including walk up flats and supported accommodation to tell them:

- Who the responsible person and duty holders are for fire safety at their accommodation, including any contractors we work with.
- What action they should take if they discover a fire and what the evacuation strategy is for their building and what it means, i.e. Simultaneous or Stay Put.
- How they can prevent fires in their own home and in the common parts.
- The importance of keeping their home secure (making sure doors close behind them when they enter or leave) and being vigilant for deliberate fire setting.

- What they must do to safeguard communal escape routes, especially taking care to make sure fire doors self-close properly and are not wedged, tied or otherwise held open.
- How they can avoid inadvertently damaging the building's fire protection when making changes to their home.
- What is involved in testing their smoke alarms and how often they should do it
- How they can report essential repairs needed to fire safety measures in their home and elsewhere in the building.

Any new tenant will be provided with this information when they move into their home. If at any time there are significant changes to the information we have provided to our existing tenants, we will re-write to them advising them of the change.



## How we will communicate and provide information

Where blocks of flats or supported housing has communal areas, we will provide information about fire safety in the communal area in the form of a notice and we will write to tenants who live in flats without communal areas. All tenants will be provided with a QR code where they can access the Fire Risk Assessment for their building and also access the most up to date fire safety information. We will also provide tenants with a copy of South Wales Fire and Rescue Service's Home Fire Safety leaflet.

For larger, more complex or high risk buildings we will give the tenants in the building the opportunity to attend a tenant engagement meeting/forum to discuss any significant findings in the Fire Risk Assessment and the action RHA will take to remedy the findings or recommendations, including the timescale for completion. At this meeting the building's Evacuation Strategy, the general fire safety precautions and any other advice or areas of concern will also be discussed. This meeting will be led by RHA's Health and Safety Manager with support from our fire consultants.

In some circumstances, RHA may consult tenants on our plans to respond to recommendations contained within the fire risk assessment or other fire safety work required, for example following a compartmentation survey. The opportunity to take part in this consultation will be well advertised in advance with tenants contacted directly with details of the consultation.

Fire safety information is available on RHA's website where we have a specific fire safety page. We also undertake regular fire safety campaigns on our social media channels, highlighting recent causes of fires and providing advice. Fire safety information will also be included in our bi-annual Tenant Newsletter.



The Home Fire Safety leaflet produced by South Wales Fire and Rescue Service is the advice leaflet that will be provided to RHA's tenants. This is because it contains the most up to date advice and from a trusted source. It includes information on:

 <p><b>Smoke Alarm testing procedure and how to report a faulty alarm</b></p>	 <p><b>Kitchen Fire Safety</b></p>	 <p><b>Electrical Fire Safety</b></p>	 <p><b>Candle Fire Safety</b></p>
 <p><b>Safe Smoking</b></p>	 <p><b>Summer Safety</b></p>	 <p><b>Camping, Caravanning and Tents</b></p>	 <p><b>Winter Fire Safety</b></p>
 <p><b>Fire Safety: within flats/sheltered schemes</b></p>	 <p><b>Fire Safety Bedtime Routine</b></p>	 <p><b>Fire Escape Plan</b></p>	 <p><b>Information required when dialling "999"</b></p>

Housing Officers are responsible for engaging on an individual basis with tenants who live in higher risk schemes e.g older person schemes to discuss their ability to self-evacuate. They will undertake Person Centred Fire Risk Assessments (PCFRAs) and any subsequent Personal Emergency Evacuation Plans (PEEPs) with support from RHA's Health and Safety Manager.

## / Tenant Involvement

RHA's Tenant Involvement Commitment provides the framework for all types of tenant involvement. This includes a Health and Safety Involvement Group and a Customer Experience Involvement Group. Both of these groups will be consulted on the development and design of literature and information that is produced by RHA in relation to Fire Safety.

This includes the production of this document and also our overall Fire Safety Management Plan. We will also raise awareness of fire safety matters via RHA on the Road, which is our community based tenant involvement offer. An easy read version of this strategy will also be produced.

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## / Responding to complaints and concerns

In the first instance, if tenants are concerned about any aspect of fire safety at their home they are encouraged to discuss this with their housing officer or contact RHA by phone, e-mail or via their on line account to raise this concern. All contacts from tenants are logged on our housing management system and allocated to an appropriate staff member or contractor for action.

Should a tenant be dissatisfied with the response to their concern or the service they have received they will be referred to RHA's complaints procedure. All complaints that RHA receives are logged and acknowledged within 2 days and responded to in accordance with our complaints process. Where a complaint relates to building or fire safety, these will be escalated to RHA's Director of Homes and Communities for review and oversight.

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## / Publication of this Strategy

This Strategy will be made available to all tenants who live in flats or supported housing via the QR code that has been provided to them. If a building has a communal area, it will also be provided as a hard copy in that area. The strategy will also be published on the relevant Fire Safety pages of RHA's website.

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## / Monitoring and Review

A review of this strategy will be undertaken on an annual basis led by RHA's Director of Homes and Communities and in conjunction with other relevant staff members, RHA's Fire Consultant and our involved tenants. This will ensure that the strategy remains effective and responsive to any emerging or new practice and guidance.





01443 424200



[enquiries@rhawales.com](mailto:enquiries@rhawales.com)

My [www.rhawales.com/myrha](http://www.rhawales.com/myrha)



[www.rhawales.com](http://www.rhawales.com)

